

~~Overlapping~~ paying benefits?
(Tony discussing w/ Ek)

use Pomerantz - if so doc. o/s services

Johnny Hesburger - spec code for
allocation of expenses + comp.

Joseph - per Delong - knows clients overall
great presenter,
weaknesses - emotional + passive, non-confrontational

O' Mara - per Delong -

Leadership skills strong great people skills
good motivator, responds to direction
weakness - #'s + interpretation esp. @

branch level + systems

overall insurance industry perspective
exclusive EP. focus thus far

needs to work on people/staff development

Beth - more tech w/ not mktg

address issues + carry out vision

Bring more value w/ Tompke w/ practice

presence in office - greater value

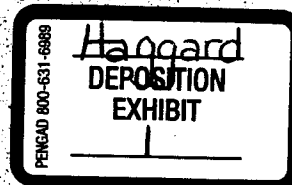
Make this person their support team

not directly involved in day to day

Make sure Tony calls Delong +

Bremer + Bryant for midterm + final rev.

discuss Beth's exit interview



Done

- FMLA + STD emp - we can offer
\$, emp welfare, O/T, spst houses, etc.
since will come off our comp budget

COACH

CIC 001343

→ Palmer + Cay deal
got over 500,000 for doing nothing

Reynolds + Reynolds - E+O loss issues
reduced capacity, ↑ pricing, etc. Property was
a mess

Tom Cornwell (X-Chicago) wrote this acct initial

NO

p1

I-day ~ CPCO (Inquiring the children ever
11-14-01

Attendees: Korte
Pesci
Caldwell
Brankster
Sajic

fishing for results per DK, GT, EP, BC, UB
ex. - Bechele veneer

Having hard time finding jobs

Sajic potential employers are looking @ our
results + wondering why he was terminated
Sajic to Sajic must ask whether he was
stealing from co or sleeping w/ someone. But
everyone knows that, at Cress, if you are
sleeping w/ someone you are promoted not
fired.

DK - Had dinner w/ Ken Simmons last wk (Simmons
is currently in HSB @ FICO) Ken hates Sygelon
and said Sygelon hates anyone who was
associated w/ Simmons like Sally + Korte.
Told DK that he should start looking
elsewhere b/c if he is on Jim's list he
could be next (in front of Pesci)

CIC 00135

p2

I - day cont.

Doug was giving DK a hard time for not calling him & said

Corry is calling frequently to have beers + is saying he doesn't understand why Cembles let him (DB) go)

Stated several times to DK, GT, EP, JB, AC that he was fired + doesn't understand why Cembles let him go.

CIC 001352

11-19

Jason - I - day discussion w/ Dong

- discussed # submissions increasing
- profitable
- Dong said the infrastructure is in place now to be successful in this market
- Advised he was fired + didn't know why
(how does he think that affects Christus' credibility + loyalty of staff.)

→ order ⁽³⁾ pumpkin +

'I' day ~ CPCU ~~test~~
Ensuring the Children

fishing for results

Korte

Sergic

Pesce

Szyrlong -

worked 3 yrs + now we are
turning profit + they let me

go. Now that the party is beginning

Having hard time finding a job (sp)

wanted to know what ~~Boehlke~~ Veneer was worth.

Ken Semmons - dinner last week

He hates Szyrlong - doesn't like anyone
who associates w/ Semmons including
Jully + you (Dieter) (again - in front of
Pesce)

Conn calling him asking to have beers +
is saying he doesn't understand why Chuck
let him go.

Shid at
starting to get v. bitter

Sergic he
was sleeping w/ someone
+ making money
lost his job

→ order ⁽³⁾ pumpkin +

"I" day ~ CPCU ~~test~~
Ensuring the Children

fishing for resnets

Korte

Sergic

Pesce

Szyrlong -

worked 3 yrs + now we are
turning profit + they let me
go. Now that the party is beginning

Having hard time finding a job (sp)

wanted to know what ~~the~~ Boethke Veneer was worth.

Ken Semmons - dinner last week

He hates Szyrlong - doesn't like anyone
who associates w/ Semmons including
Jully + you (Vener) (again in front of
Pesce)

Conn calling him asking to have beers +
is saying he doesn't understand why Chubb
let him go.

Shid at
starting to get v. bitter

that Sergic he
was sleeping w/ someone
+ that was why he
lost his job

11-16

Lash phone call

Lash v. upset w/ his situation in that his personal relationship w/ DB + Dori proved in his opinion, confidential discussion that he was not comfortable breaching. See Clumb is forcing him to choose sides and require him to divulge info.

I told Lash Clumb is in a defensive position here, Dory is taking the action, there if anyone is forcing him to take a side it's Dory.

I also advised that ~~he~~ just as lying about stats made, etc. omitting info. when asked is just as serious + in violation of our code of conduct. Just be truthful in your answers and that is all anyone is asking.

I told him that while you don't want to help either party hurt the other + that, per his comments, doesn't want to tell Clumb anything that would hurt Dory, by not telling Clumb something could potentially hurt Clumb, i.e. the side you pick could be D's.

CIC 001346

Missed call:

Jim Keras - committed but did not
answer his phone (cell)

Branti Caldwell

per DK to BE no where near DB so
not necessary - per Jason Branstetter
they had conversation @ I-Day +
it included bus. resnets, etc.

21
Zutler
11-19

alcoholism is only protected by ADA
~~only~~ when emp. admits corporation of
their disease + we take action + terminate
based on our knowledge of alcoholism

Selby

→ Service accts.

Superseding Mike's authority
putting Selby in an uncomfortable
situation w/ Mike vs. Dmy

I suggested he speak w/ Dmy +

Say I appreciate that you value

my opinion, but it is just that +

Mike should be involved in any

Δ in procedure. You put me in an

uncomfortable position w/ my direct sup

He (Selby) also mentioned his

discomfort w/ Dmy due to the 1st dealing

which was Dmy stopping over to interview

him, then saying @ end of interview that they

had already decided on a case to
someone else

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Swing Pad-CL 16823, Swing Pad Reg. CL 16980

Dong's coaching, critique based on
LC from 12 yrs ago.

Doesn't appear Steve + Dong are on same
wavelength.

Dong is contrary to LC strategy.

1st X had difficulty in mgmt career - why?
frustrated, pulled in too many
directions

too many dynamics for 1 mgr.

~~Hernandez~~ ^{tools}

people mgmt + perf mgmt + skills
answers w/ a question

none - non-confrontational

Dong - time mgmt, production, efficiency

Differences in coaching + message

- Steve feels we are part of overall
business plan

- Coordination w/ staff, v/w's

Selbmager

→ Service accts.

Superceding Mike's authority
putting Selby in an uncomfortable
situation w/ Mike vs. Dny

I suggested he speak w/ Dny +
say I appreciate that you value

my opinion, but it is just that +
Mike should be involved in any

Δ in procedure. You put me in an
uncomfortable position w/ my direct sup

He (Selby) also mentioned his
discomfort w/ Dny due to the 1st dealing
which was Dny stopping over to interview

him, then saying part of interview that they
had already extended an offer to
someone else

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Swing Pad-CL 16829, Swing Pad Refill-CL 16960

Dong

Review - has not had me in 15 mos
Cavanagh stretched + let go

• Kervus - ANP @ review

Reg	DFI	KE	JP interview
		KM	✓
		AE	12/8
		AS	✓
		2nd interview 11/15	✓

Reg CSP

RK

CP

JL

EF ✓

Bonus for SA + SP during Conys leave

• ~~Excluded visit~~ 12/13+14 ~~Security briefing in~~

• ~~John Peterson~~ 12/8 call left vm

• ~~A Promote mtg:~~

• ~~Excluded EL on 12/13 - call excluded~~

• LTD plan for his staff.

• Reson Consultant trainee (OK)

• Army Miller remote work

✓ Branch msg 22.1. ↑ VW
congrats Amanda Jones

• Pool car for Reg DFI - not a pool car?

• Be sensitive to Crime U/W W/ EP comments
about "Driver dept" etc. Celebrate CID, Eab,
Program Success
(Discuss w/ Barton 12/14)

• make sure DMG really is the importance of getting
plus on budgets.

Expectations for Kathy Celie + El. Fawcett
for HR.

Discuss 70% funding for incentive bonus

Bonus Funding @ 100% = 152,763 > Celie
@ 70% = 106,934

@ 100% = 86,873 > Celie
@ 70% = 60,811

@ 100% = 21,643 > Col.
@ 70% = 15,150

@ 100% = 37,676 > 2nd
@ 70% = 26,373

@ 100% = 24,913 > Lou
@ 70% = 17,439

any want his
direct rights to
working and standard

Planning - special w/ dept of the law who want
to see how we can regulate us in the
same way as the other states. Discuss with

*El wants Gary as her dep. for
dept - esp. w/ HR function

El will be in office 18th - 19th so much w/
Lafayette + on 18th day so no on

Discuss Bonus money funding. see post at work

~~Planning - Celie - April~~

Planning - Celie - April

Garson asked Ldr mtg? yes

WDS training - April -

~~Disrupting - over - the - community~~

L+D plan for his direct rights

~~Character reference work~~

Sexual Har. Awareness Training

Diversity left to Div. comm. & Leadership team?

Establish plan during my leave W/EE

~~Why was Murphy not included for CNA or OPR?~~

~~Sex Har. - Beyer - Under communication~~

~~Lesson - 16 training \$1500~~

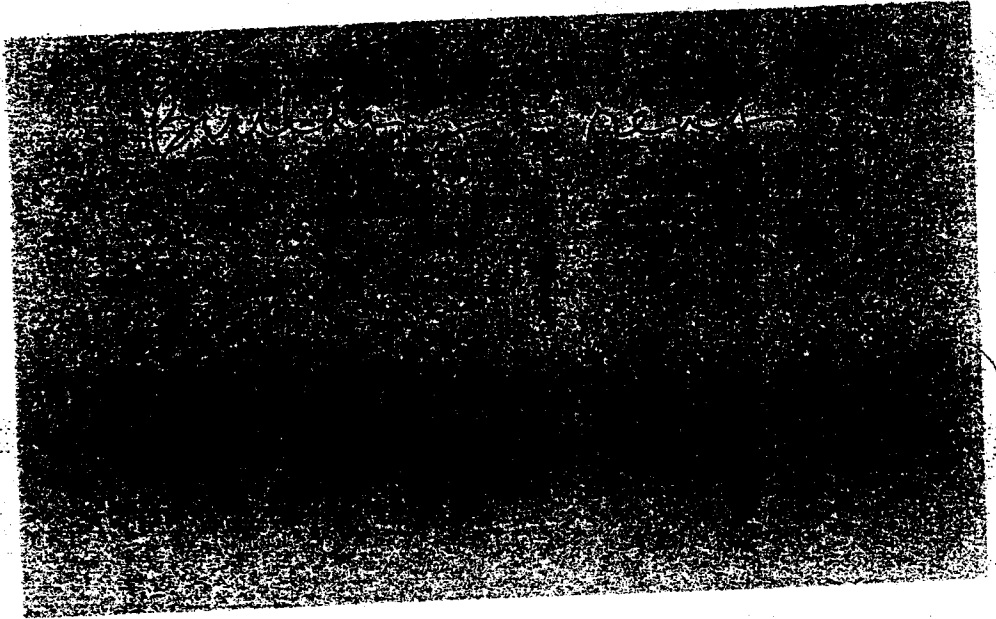
~~Training Book~~

~~Offices - Emergency~~

~~Workman - 8/28/02 review date~~

~~Jeff Dunham - Sept~~

Great job on positive reinforcement
overlooked - need vol. depts.



A Message From Dean O'Hare

was telling people at
xmas party
 We are announcing today several significant changes in the management structure of Chubb Commercial Insurance (CCI). It has become very clear that we need to act decisively to better align individual competency and accountability with the requirements of the underwriting positions which drive our results in this rapidly changing marketplace. If we are to succeed in effecting a complete and sustainable recovery of our Standard Commercial Lines, we need to strengthen our underwriting organization to accelerate the improvement of the quality of our book of business.

Steve Pozzi, currently manager of the Package practice, will become chief underwriting officer for CCI.

Dino Robusto, currently manager of CCI's non-U.S. field operations, will become chief worldwide field operations officer of CCI.

Baxter Graham is pursuing other opportunities within and outside Chubb. *per Doug "he was fired"*

Paul Lewis, currently Western Zone underwriting officer, will assume responsibility for worldwide Property.

John Angerami, currently manager of Casualty underwriting, will become Wholesale Zone officer.

John Casella, currently head of CCI's Risk Management and Affinity underwriting platforms, will assume responsibility for worldwide primary Liability.

Jayne Hill, currently manager of CCI Excess Umbrella, will become New Haven branch manager.

Gail Soja, currently Excess Casualty manager of the Northeast zone, will assume responsibility for worldwide Excess Casualty.

Kevin Leidwinger, currently Southern Zone underwriting officer, will become manager of U.S. field operations.

Dan Arrighi, currently manager of primary Casualty, will become manager of field operations outside the U.S.

Kathleen Ellis, currently New York Zone underwriting officer, will lead MRG field operations.

Alan Driscoll, currently manager of the U.S. Multinational Resource Group underwriting platform, will add responsibility for the CCI Risk Management and Affinity underwriting platforms.

Jim West, currently manager of Information and Technology underwriting, will lead our global efforts in intellectual property and errors & omissions underwriting and new product development.

Alan Brown, currently Technology insurance specialist, will become manager of the U.S. Reverse Flow and affiliate units.

We are confident that these changes will help position CCI to gain the maximum leverage from the cyclical turn which is at hand. Please join me in congratulating and supporting all of these men and women in their new positions.

CIC 001376

Cell Phone for usage on Fridays to maintain the coverage to customers.

Jan - ~~May~~ June @ \$33/month = \$198

any monthly parking is \$150.

Requesting Chubb cover May + 1st 2 wks June

33

May = \$130.

June = \$80.

\$210.

See attached if detail requested on cell charge.

30 min

12/18/00

Dong advised usage avg of 30 min not enough to justify expense. I told him that it is difficult for me to be accessible other than cell phone (because of Davis biz) he said that's not "our" problem. I also told him the phone is so people can contact me in case of the ?'s or emergency. He didn't feel it was necessary to have this available to internal customers. Approval denied.

Wed Dec 13

Cell Phone conversation

confidentially on speaker in Dong's car w/ Jeff Barton
 sitting next to him. Dong advised me that
 my leaving yesterday @ 1pm was grounds
 for dismissal. I told him that the schedule
 submitted for a flexible work arrangement
 dictated hrs of 730 - 1230 T+T#. I worked
 7am - 1pm on 12/12. He said that
 proposal has not been approved and that if
 I want to take a PTO that also was not
 discussed with him. I said that it was
 my understanding from our conversation, in
 my office on 10/23 (during my FMLA leave)
 that he agreed to the 30hr. work week schedule
 but not necessarily the role I would be in.
 He suggested hiring a new HR regional + keeping
 me as the HR Cn Rep but he did not close
 the door to any arrangement. Jim Eldred was
 present at this mtg and confirms my facts.
 Dong said we would discuss options as respects
 to my job description with Jim Eldred +
 get back with me. Dong said that yes, he
 approved the 30hrs but not in the Reg HR role
 and that as long as I am still in the Reg HR
 role he expects me here a min. of 40 hrs. I
 asked him if he wants me out of the role because
 I need to work the schedule I proposed for personal reasons.

aren't you
 in that
 role?

CIC 001378

Doug

29 personal phone calls
month of April

- Beth's notes + 3-ring
binders

4/30

without prior notice - met w/ Dwyer
Whitman situation + he wanted to go over my
career assessment. I told him I was not
prepared, he wanted to go over review, had
me tell him what he should write for overall accomplishments
+ diversity req.

2/100

Jim Ditz

2pm UC Basketball game

Jerry Hemmer + wife (Van Meter)

Doug drinking @ brunch. Bringing along
drinking 20 drinks a day. Pressuring
agents + Jim to drink. all were
uncomfortable.

I am to post jobs + stay in role until
we fill this position.

1/4 Jazic - Diversity Comm, incentive bonus
recognition. Dong downplayed + said
it shouldn't be part of bonus consideration
we should just take them to dinner or
something. Jazic said if we are
not rewarded for something that is a
corp. initiative he is quitting comm. +
moving on to whatever is rewarded + recog
(Shows that this is really not important)

1/4 Zdenek - wish he never came to Lin b/c of
Dong

1/2 Kirk - wants out of Lin asap b/c he is
so frustrated w/ Dong - doesn't listen,
has no clue what u/w does + is
not learning from him.

: Breiner review
feedback -
no examples

can you expand on that? no, not really,
wee Jim felt that way, not me.

denah → Baillie
 ERS vs. CIS [severity of an energy acct vs. PMM + CIS]
 (cancel energy surveys b/c we write them already although there are several PMM + CIS accts also on the docket that are already written)
 liquorbox mty.

13th "we don't need you" - Dong to 2 denah

Mike told Baillie he was unavailable on the 13 + 14 but ~~Mike~~ Dong said "it's scheduled it for the 13th we don't need you there."

Comm issues

Gates Dinner - Mapes (Sr. retirement)
 Eric Mapes, Mapes Sr, Jr. + Scott Mapes
 Gates + Baillie

Dong belittled Jim @ every opportunity

I heard from Gene Mapes Sr + Jr about how uncomfortable they were + how inappropriate his comments were.

Dana - Dong belittling Dana in front of bank customer

Diane R Haggard 11/17/99 08:53 AM

To: Douglas W Baillie/ChubbMail@ChubbMail
cc:

Subject: Re: Corry's PTO's 

Doug,

Keep in mind that we do not allow employees on FMLA, wage continuation, medical absence, short term disability, etc. to earn PTO days while out (for more than 4 weeks). I have a problem not allowing them to earn PTO's and allowing Dave to earn them. Consistency is key!

Let me know your thoughts!

Diane
Diane R Haggard

Diane R Haggard 11/11/99 05:07 PM

To: Rebecca W Emerson/ChubbMail@ChubbMail
cc:

Subject: Re: Corry's PTO's

Becky,

FYI!

Diane

----- Forwarded by Diane R Haggard/ChubbMail on 11/11/99 05:04 PM -----

From: Douglas W Baillie on 11/11/99 02:14 PM

To: Diane R Haggard/ChubbMail@ChubbMail
cc:

Subject: Re: Corry's PTO's 

Yes, continue to earn pto's. It's the patriotic thing to do. O' say can you see.

Doug

Conry - out 4 months on military duty + against policy offered an unprorated raise + bonus + allowed him to earn PTO days during military absence...

Did not afford same benefits to Overlin, Haggard... who were out on ~~mater~~ medical absence.

During career discussions advised I have no next promotion opportunities w/ my flex. work schedule (4 10 hr. days)

Stated companies who allow teleworking + flex schedules will be out of business in 5 yrs.

:- Made defamatory statements about Brandi Caldwell to ~~my~~ Kirk